



Clarke County Fire and Rescue

Standard Operating Guideline

John H. Enders VFD, Blue Ridge VFD, Boyce VFD, Clarke County Fire, EMS and Emergency Management

Subject: IAMRESPONDING	SOG: 100.13	Page 1 of 2
Category: General – IAMRESPONDING		Sub Category: IAMRESPONDING
Approved by: Fire and EMS Director, Boyce VFD Chief, Blue Ridge VFD Chief, John H. Enders VFD Chief		Effective Date: June 1, 2019

Purpose

To identify the use and purpose of the IAMRESPONDING® on line system. It is the responsibility of each department to manage their accounts.

Definitions

The following definitions have been adopted for use;

- **IAMRESPONDING** – Is an on-line smart-phone application and internet web page designed and intended to supplement and backup incident notification deliver via radio or pager. It should be noted this system relies on third-party commercial carrier and wireless access beyond the control of Clarke County. Failure of any of these systems will result in non-receipt or delayed receipt of emergency notifications.
- **Station Administrator** – The system administrator overseas the overall function for a department.
- **Statuses** – The following have been adopted as statuses for Clarke County Fire – Rescue
 - **Station** – Available in station for emergency or non-emergency response
 - **In Area** – Available in the area for immediate emergency or non-emergency response. This status identifies the members that will respond to the station in the event of an incident.
 - **Home** – Available from home for immediate response to emergency and non-emergency response.

Information

The IAMRESPONDING system is also used for meeting reminders and department-wide messaging (within each Volunteer Department).

Login information such as username and passwords will be established by the Station Administrator.

Some of the key features of the IAMRESPONDING system include;

- Allows members to identify their status for emergency response

- Allow personnel to identify who is responding to the station; therefore working towards a goal of fully staffed apparatus responding

Procedure

1. All response personnel will provide necessary information to the Station Administrator to be included in the IAMRESPONDING database. Once this information is received, an email will be sent confirming the receipt of this information.
2. Group or individual training will be provided for all response personnel allow for responders to demonstrate an understanding of all the feature of the IAMRESPONDING program. All response personnel will attend the training.
3. All responders shall utilize the IAMRESPONDING program to acknowledge response or the unavailability to respond.
4. Members may utilize the IAMRESPONDING program to convey information such as training announcements, need for staffing or other short correspondence using the TEXT mail and email features
5. Personnel are required to use the response module on an ongoing basis to allow all to know who is available, and responding. Response personnel will have access permission to the IAMRESPONDING to update availability calendars on a day to day basis or those who have predictable schedule, can show there availability. For example, if a member is at home or work and knows that he/she can respond to any incident during the next 7 hours he/she can log in and put themselves "on duty" for the next 7 hours. This enables officers to be able to assess their available manpower resources at any time.
6. Personnel will sign up for availability for Fire, EMS, Fire/EMS, Amb. Driver, etc. per their certification levels. For example, if you are certified as a firefighter/EMT you will sign up as Fire/EMS. If you are certified as an Ambulance driver only you will sign up for Amb. Driver.
7. Before responding to any incident personnel will identify via the IAMRESPONDING response screen of anyone responding to the station. Personnel should allow ample time for personnel to arrive at the station. However, waiting for personnel should not significantly delay response.
8. Personnel should consider the criteria below before responding;
 - a. A "minimum crew" is at or arrived at the station (see minimum crew chart for further information)
 - b. No personnel have marked up on IAMRESPONDING as "enroute" to the station
 - c. No personnel have arrived prior to the 5 minute re-dispatch
 - d. If "base crew" size is at or arrived at station (see base crew chart for further information) and no additional members will be arriving prior to re-dispatch
9. Following an incident, the OIC may retain the IAMRESPONDING information and attach it to the incident report.
10. The system shall be used to track personnel time for different programs (example- Incentive Programs)

MINIMUM CREW CHART

UNIT TYPE	BASE CREW SIZE	MIN. CREW SIZE	NOTES
AMBULANCE	2	2	
EMS CHASE	1	1	
ENGINE	1	3	Request addition Engine to be added if base crew
SPECIAL SERVICE (TRUCK, RESCUE)	1	3	Request addition Truck or Rescue to be added if base crew
BRUSH	1	2	
TANKER	1	1	
UTILITY	1	1	

SOG Tracking

	Draft	Chiefs Review	Commission Review
Date	1/10/19	1/24/19 – 5/1/19	4/12/2019
Comments		Changing of terms – responders may to responders shall, removal of unavailable, change of code to 5 minute re-dispatch. Additional concern over liability of when to respond.	
Adjustments	See comments above		
Final Adoption			